

1. Was there contractor support to develop this SOW and the latest revision and can you please inform us of whom that was?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'. Contractor support was not used for the latest revision.

2. Are the incumbent contractors providing support for operations, Booz Allen Hamilton, Signal Solutions, Inc./General Dynamics Network Systems precluded from bidding on this effort?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

3. What is the FERC's plan for transferring the disaster data backups to the second facility and does FERC have any experience with or empirical data with relating to the restoration of all the data it requires (e.g. time to restore)?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

4. Do you have an estimate for the size of the tape library required to restore the outlined production data within a 24 hour timeframe?

No.

5. Does FERC assume that the vendor will retain ownership of the equipment proposed or will ownership revert to the FERC upon contract completion?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

6. How much Internet bandwidth will be required at the time of disaster? Will any other types of WAN connectivity be required?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

7. Is there an expectation of on-site staffing for administration during non-disaster conditions (other than general facility staff)? Do you require staffing assistance in the event of a disaster (disaster management) or will the FERC operate the Hot Site with its own personnel/staff?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

8. Regarding the IP address for the second site, is it to be obtained from the ISP?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

9. The RFP mentions remotes sites that are going to be site-2-site VPN to the backup site. What, where, and how many?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

10. Regarding the requirement for N+1 redundancy, is this to be taken literally, requiring two generators, two utility transformers, two electric feeds, or should this be interpreted to apply to the systems identified in this solicitation and network access?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

11. First bullet under 3.1.1 requires "completely redundant and dedicated." Is "dedicated" to represent a 100 Mbps public internet access provided solely for the FERC or "dedicated" to the network serving proposed facility?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

12. Will the hot site have a baseline production dataset?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

13. Who will be responsible for loading the backup media and restoring the data at the DR site? Contractor or Government personnel?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

14. Will the FERC be providing the backup software for restoring and conducting the backup in the event of an emergency?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

15. Will the 12-24 hour recovery time objective be part of a service level agreement that is incorporated in the resulting contract?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

16. While there is a minimum distance for the DRP facility, is there a maximum distance for the facility?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

17. Given the distance criteria, does the 12-24 hours commence with the declaration of the disaster by the FERC or when the back-up tapes arrive at the secondary site?

Per FERC's amendment to the solicitation, "Recovery time would optimally be within twelve to twenty-four hours of declaring an emergency. FERC is primarily concerned with a solution that is affordable and is secondarily concerned with the objective of restoring within an optimal timeframe. Offerors are encouraged to propose solutions that are comparable in cost to Warm Standby (equipment is on-

hand or acquisition times are minimal), but innovative in addressing the 24 hour objective.”

18. Will any end users require physical access (workspace/cubicles/etc) to the remote DR facility during the period of a disaster? If yes, how many? If no, where will the end users go to work?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> ‘Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)’.

19. After the data is restored will the contractor be expected to provide personnel for system administration as part of the disaster site operations or will that be performed by FERC personnel/staff?

The selected contractor will provide system administration during a disaster.

20. Will the contractor be responsible for providing technical support to anyone other than the current administrators of the systems being supported in the DRF, i.e. Help Desk to remote user?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> ‘Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)’.

21. For VPN clients (end user PC’s), who will be responsible for providing the VPN client to the end user and who will provide end user tech support for the VPN client?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> ‘Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)’.

22. Will the FERC provide operating system software, backup software (i.e. Legato), virus protection software as well as existing and subsequent patches?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)’.

23. Who is responsible for the installation, configuration and maintenance of the software? During non-emergency and emergency situations?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> ‘Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)’.

24. Who will conduct tests? The Government or the contractor?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> ‘Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)’.

25. Will the contract be fully funded for 2 years or 4 years? Will the contract be funded incrementally funded annually?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> ‘Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)’.

26. What are the elements and/or functionalities which the FERC wants the

contractor to monitor and report?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

27. It is unclear as to the applicability of FAR 52.222-41. The box is not checked under (C)(1), however (e)(1)(v) indicates applicability. Is a small business subcontracting plan required?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

28. For the purposes of ID checking, what biometric devices are acceptable?

What is a "man trap"?

Please refer to <http://www.ferc.gov/about/offices/oed/oed-proc/dis-rec.asp> 'Answers in Response to Questions, Part 1 [PDF], (Revised 02/07/05)'.

29. The SOW identifies the requirement for an optical jukebox with a 12?30GB drive to facilitate loading of the FileNet cache to the hard drive or the ongoing access to 40 optical platters for document retrieval. It is our understanding that the optical jukebox is equipment for archiving images and is not effective for loading to the hard drive. It is our understanding from the SOW that information would be restored from the back-up tapes supplied by the vault vendor. The following questions apply:

a) Given a disaster situation at the primary site, what is the level of confidence that the platters would be retrievable and how will they be (as well as who will be responsible for) transported to the secondary facility?

FERC retains off-site copies of platters and would be responsible for transporting them to the secondary facility.

b) If the transaction data and images are contained within the backup tapes, is the optical jukebox required for the secondary site or can it be removed as a requirement? Couldn't subsequent archival platters can be produced from back up tapes of transactions conducted at the secondary site after the primary site is re-established?

Both platters and tapes will be needed for recovery.

c) Can the optical jukebox be proposed as an optional line-item in the event the primary site undergoes a catastrophic disaster and the resident optical jukebox owned by the FERC is deemed unsalvageable?

No, the optical jukebox cannot be proposed as an optional line-item. FERC retains off-site copies of platters.

30. By 7. SELECTION CRITERIA, the FERC has identified that, "Selection will be based upon the following criteria:" which includes the requirement that," The proposal must discuss how the disaster recovery time will meet the timeframe outline in section 3.1" which is identified as "...twelve to twenty-four hours..." This evaluation criteria has a 20 point value for the technical volume. In contrast the second sentence of the second paragraph of 3. DESCRIPTION OF EFFORT it states, "FERC is primarily concerned with a solution that is affordable and is secondarily concerned with the

objective of restoring within an optimal timeframe.” Lastly by the Addendum to FAR 52.212-2 SUBPARAGRAPH (a): “Technical and past performance when combined are more important than price....an integrated assessment and trade-off analysis between technical and price factors.”

a) Please clarify the evaluation requirements of the solicitation.

Proposed solutions that do not meet the twenty-four hour timeframe will not necessarily receive a lower technical score as long as the approach is feasible and efficient.

If technical approach and past performance when combined are more important than price, and affordability is of greater significance than restoring within the timeframe, can we assume (based on the foregoing) that the “weight” of the price is between 21-59 points as compared to the technical score? If not, what is the weight of the price in the best value environment?

The price is not point scored and is evaluated to determine reasonableness. Best value is defined in Addendum to FAR52.212-2 Subgraph (a). Determination of best value does not rely on explicit weighting of criteria.

b) Is the 12-24 hours a firm “not to exceed” criteria or can an organization propose a greater recovery timeframe and dramatically reduce its cost and still be deemed response to the FERC’s requirements?

Yes. An organization can propose a greater recovery timeframe.

31. Please clarify the statement that “Offerers are encouraged to propose solutions that are comparable in cost to Warm Standby (equipment is on-hand or acquisition times are minimal)...”. How would the initial and annual tests be conducted, and perform within the 24 hour threshold, if equipment is not ready and pre-configured, applications have not been loaded, etc.?

It is up to the offerors to propose an approach to testing. A proposal with a recovery test timeframe greater than 24 hours will be deemed responsive as long as the approach is feasible and efficient.

32. Based on the “Warm Standby” scenario, does the FERC envision that its operating system software, back-up software, applications, virus protection, patches, etc. are to be loaded within the 24 hour recovery period along with the data recovery from tape?

It is up to the offerors to propose an approach to recovery and testing. A proposal with recovery test and recovery timeframes greater than 24 hours will be deemed responsive as long as the approach is feasible and efficient.

33. In the “Warm Standby” scenario, does the offeror need to provide inventory lists/manifest or statements from vendors identifying the ability to delivery equipment within sufficient time so as to support the recovery operational criteria of 24 hours per the evaluation factor similarly as providing supporting pricing documentation for subcontractors and equipment?

Since offerors “are encouraged to suggest their own interpretation on the selected option and the associated recovery time”, they should provide documentation sufficient for FERC to evaluate the feasibility and efficiency of their proposed approach.

34. It is not possible to provision two, new 100 Mbps Internet circuit on short notice to serve a customer who has declared a disaster, nor is it economical to provision and decommission such circuits periodically for testing. A conventional DR solution would involve allocating 100 Mbps of bandwidth to the customer at time of disaster from the DR vendor's shared pool of connectivity. This shared pool would, itself, be configured with redundant characteristics.

Please clarify that the above is unacceptable and that FERC requires the following:

Two FERC-exclusive, permanent, separate Internet circuits with a committed rate of 100Mbps each, from different vendors, provisioned exclusively for and dedicated only to FERC throughout the life of the contract.

The solution described in the first paragraph of the question is acceptable. The bandwidth is to be dedicated to FERC at time of disaster or during testing only.

35. Specifically, what level of effort is required by the DR contractor to support the FERC in case of a test and or disaster? What is FERC's current support contractor's role versus the DR contractor? What is FERC's IT FTE's role versus the DR contractor?

It is clear that the DR contractor will initially implement FERC's DR configuration but requiring the DR contractor to have “trained and certified personnel” without a firm definition of the DR contractor's expected level of effort is difficult if not impossible to establish a firm fixed price without adding to the pricing to mitigate the risk. Please clarify.

This was sufficiently explained in the statement of work and clarified in responses to questions provided to all offerors. We assume the offeror can mitigate risk through training, testing, or vendor agreements as well as price. This earlier response could also mitigate risk:

“Who is to develop test plan referenced under Section 4 Deliverables? Is this to be developed by FERC, contractor, or the two working together?

- i. The selected contractor will develop and maintain the deliverables, with the support of FERC and FERC's general information technology support contractor.”**